

USER HANDBOOK

FOR THE

ONLINE SERVICE DESK
NUMARA FOOTPRINTS

Government of Guam

Questions and Answers:

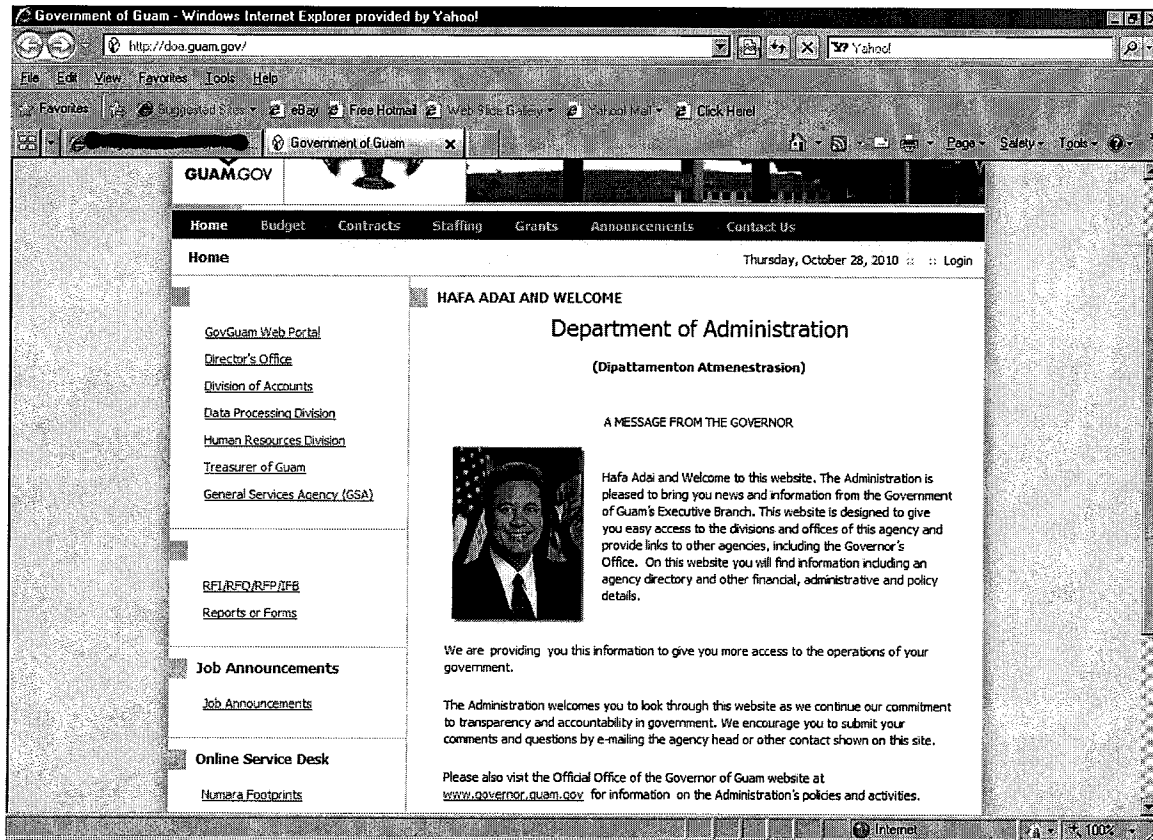
1. About Numara Footprints?
Website www.numarasoftware.com
2. What is Numara Footprints?
Numara Footprints is a online service desk application that the Government of Guam – Department of Administration, Data Processing Division is currently managing and maintaining.
3. What is a Service Request?
A Service Request is a service ticket submitted via the Numara Footprints system to report any Information Technology (IT) related problems and is automatically forwarded via email to the responsible recipient(s).
4. What is a Agent license?
A agent license is a single user id assigned to an employee that will be responding to a Service Request and thereafter is capable in resolving or closing the request with a brief description on accomplishing the task.
5. What is a user license?
A user license is a single user id assigned to an employee that can submit a Service Request for their department.
6. What is the goal of the Government of Guam – Information Technology Group?
The goal and expectation for the Government of Guam is to provide capability to all employees to submit IT-related support requests, and to track and manage these requests and their respective resolutions.

We intend to generate statistical and other report requirements.

We expect Footprint to provide a reliable, uncomplicated, flexible, and cost-effective IT service management solution that is 100% web-based.

Department of Administration Website
www.doa.guam.gov

The Online Service Desk - Numara Footprints link is located on the bottom left.



Hafa Adai and Welcome
To the
Online Service Desk – Numara Footprints

The screenshot shows a Windows Internet Explorer browser window titled "FootPrints Login - Windows Internet Explorer provided by Yahoo!". The address bar displays "http://192.168.144.57/MRcgi/MRentrancePage.pl". The browser's Favorites bar includes links to eBay, Free Hotmail, Web Site Gallery, Yahoo! Mail, and Click Here!. The main content area features a dark background with a white login box. The box contains the "NUMARA FootPrints" logo, a "USER ID" field, a "PASSWORD" field, a "Login" button, and a link for "New Users: Sign Up Here". At the bottom of the page, there is a footer with the "Powered By NUMARA FootPrints From Numara Software" logo and the copyright notice "© Copyright 2010 Numara Software, Inc.". The status bar at the bottom indicates "Done" and "Local intranet".

USER ID: Enter the user id that has been assigned to you

PASSWORD: Enter the password

Domain Users or: Your USERID is the domain account name and your PASSWORD is the password of your email account.

Example:

Employee Name: Jane R. Doe

Domain Account/User id: jrdoe

Email Address: Jane.doe@doa.guam.gov

New Users: Sign Up Here

This section is for users of a department that are not in a domain environment.

In order to receive a USER ID, you must submit via email the following to

The DOA Online Service Desk footprints@doa.guam.gov

Please indicate on the subject line of your email: NUMARA FOOTPRINTS NEW USER

Please indicate in the body of your email.

Your department name, your full name, a contact telephone number and your

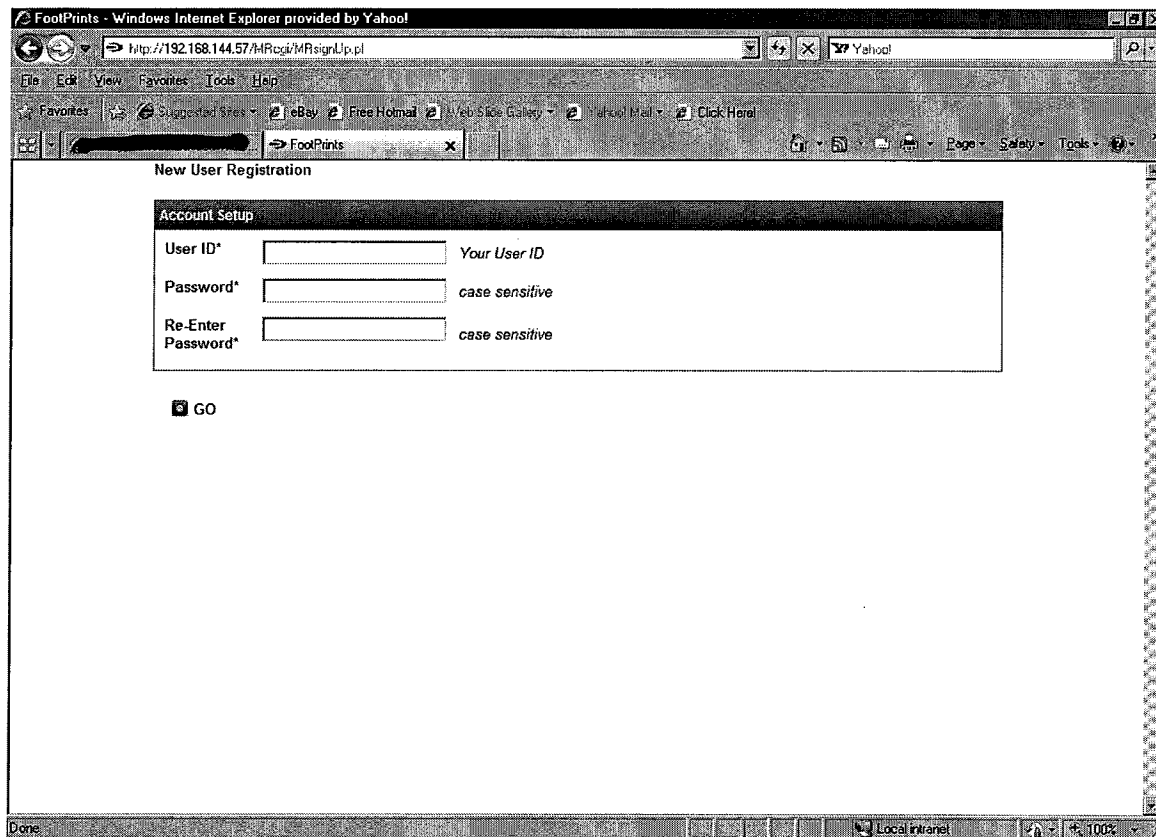
Email address.

You will be contacted by the Numara Footprints Administrator for your USER ID.

When you are given your USER ID, please click on the *New User: Sign up here link*

The New User Registration page appears, you will be required to enter your User ID and a password. Please note that the letters are case sensitive as indicated on the screen.

Click on the GO button

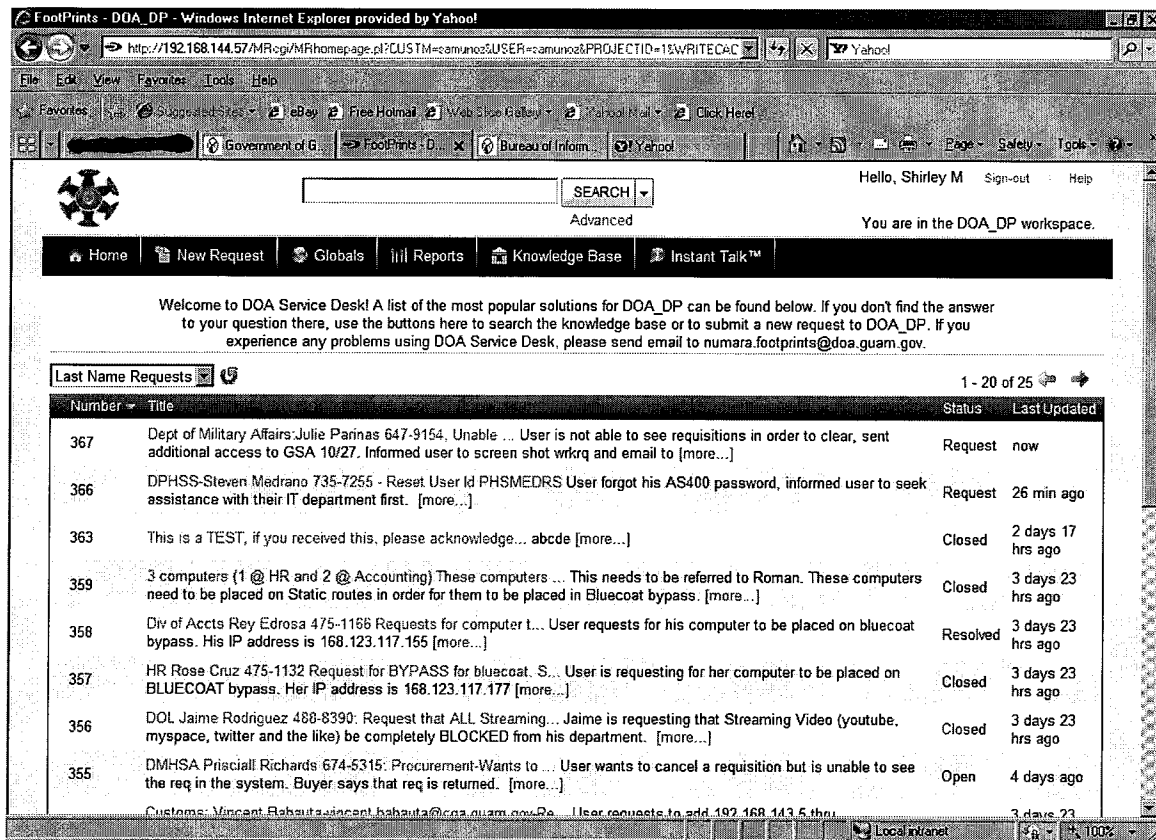


The screenshot shows a web browser window titled "FootPrints - Windows Internet Explorer provided by Yahoo!". The address bar displays "http://192.168.144.57/HR/cgi/MP/signUp.pl". The browser's Favorites bar includes links to eBay, Free Holmat, Web Site Gallery, Yahoo! Mail, and Click Here. The main content area is titled "New User Registration" and contains an "Account Setup" section with the following fields:

| | | |
|--------------------|----------------------|----------------|
| User ID* | <input type="text"/> | Your User ID |
| Password* | <input type="text"/> | case sensitive |
| Re-Enter Password* | <input type="text"/> | case sensitive |

Below the form is a "GO" button with a right-pointing arrow icon.

Step 1a: Click on the New Request Tab on the Top Bar (Domain users)



FootPrints - DOA_DP - Windows Internet Explorer provided by Yahoo!

http://192.168.144.57/MRop/MRHomepage.pl?CUSTOMER=camunda&PROJECTID=15WRITEC&C

File Edit View Favorites Tools Help

Government of G... FootPrints - D... Bureau of Inform... Yahoo!

SEARCH

Advanced

Hello, Shirley M Sign-out Help

You are in the DOA_DP workspace.

Home New Request Globals Mail Reports Knowledge Base Instant Talk™

Welcome to DOA Service Desk! A list of the most popular solutions for DOA_DP can be found below. If you don't find the answer to your question there, use the buttons here to search the knowledge base or to submit a new request to DOA_DP. If you experience any problems using DOA Service Desk, please send email to numara.footprints@doa.guam.gov.

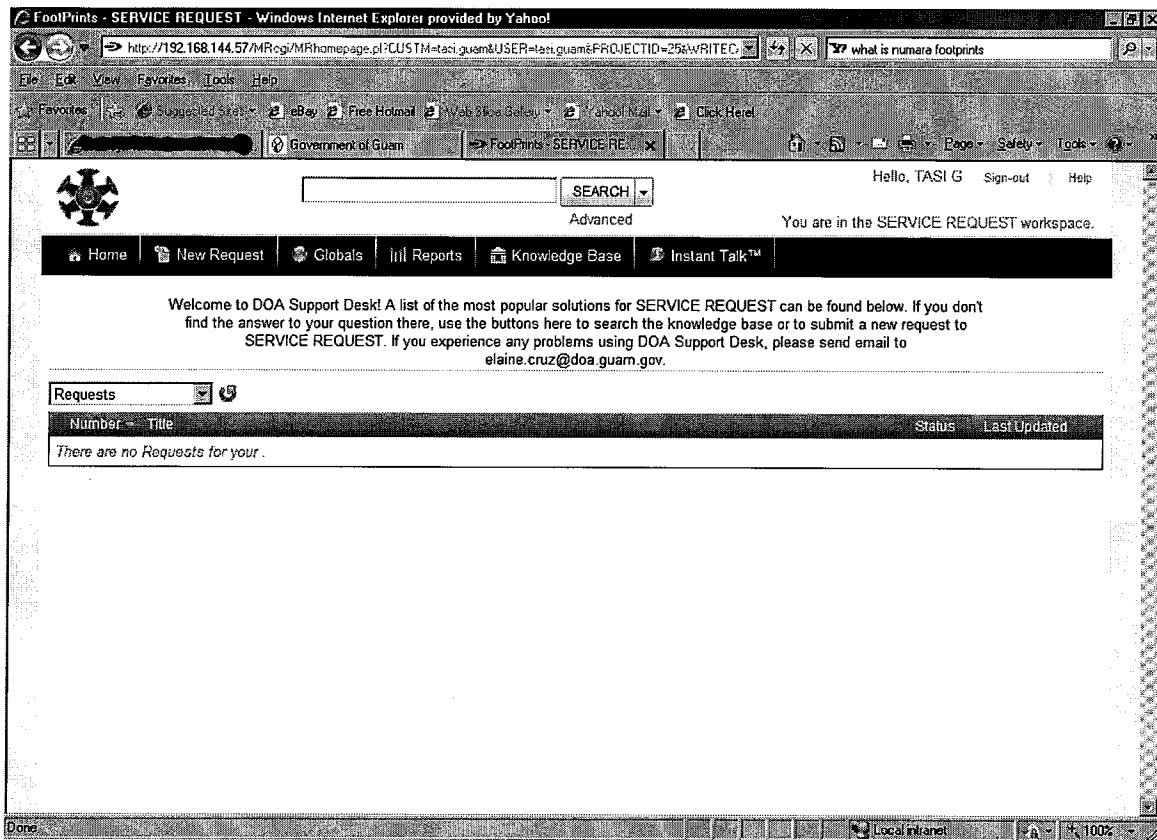
Last Name Requests 1 - 20 of 25

| Number | Title | Status | Last Updated |
|--------|--|----------|-------------------|
| 367 | Dept of Military Affairs:Julie Parinas 647-9154, Unable ... User is not able to see requisitions in order to clear, sent additional access to GSA 10/27. Informed user to screen shot wrkrq and email to [more...] | Request | now |
| 366 | DPHSS-Steven Medrano 735-7255 - Reset User Id PHSMEDRS User forgot his AS400 password, informed user to seek assistance with their IT department first. [more...] | Request | 26 min ago |
| 363 | This is a TEST, if you received this, please acknowledge... abcde [more...] | Closed | 2 days 17 hrs ago |
| 359 | 3 computers (1 @ HR and 2 @ Accounting) These computers ... This needs to be referred to Roman. These computers need to be placed on Static routes in order for them to be placed in Bluecoat bypass. [more...] | Closed | 3 days 23 hrs ago |
| 358 | Div of Accts Rey Edrosa 475-1166 Requests for computer t... User requests for his computer to be placed on bluecoat bypass. His IP address is 168.123.117.155 [more...] | Resolved | 3 days 23 hrs ago |
| 357 | HR Rose Cruz 475-1132 Request for BYPASS for bluecoat. S... User is requesting for her computer to be placed on BLUECOAT bypass. Her IP address is 168.123.117.177 [more...] | Closed | 3 days 23 hrs ago |
| 356 | DOL Jaime Rodriguez 488-8390: Request that ALL Streaming... Jaime is requesting that Streaming Video (youtube, mspace, twitter and the like) be completely BLOCKED from his department. [more...] | Closed | 3 days 23 hrs ago |
| 355 | DMHSA Priscilla Richards 674-5315: Procurement-Wants to ... User wants to cancel a requisition but is unable to see the req in the system. Buyer says that req is returned. [more...] | Open | 4 days ago |
| | Customs: Vincent Babauta vincent.babauta@coa.guam.gov.Pa... User requests to add 192.168.143.5 thro... | | 3 days 23 |

Local intranet 100%

Goto Step 2:

Step 1b: Click on the New Request Tab on the Top Bar (Non-Domain users)



Goto Step 2:

Step 2:

Submit a new Request Bar:

Title* = Enter a SHORT summary:

The Department, the employee name, telephone number, email address and A Brief problem description.

Example: Payroll – Jane Doe 475-1272, AS400 is getting a socket error.

Priority* = Select CRITICAL, URGENT, HIGH or NORMAL

Issue Information Bar:

Type*: Select

Incident is a problem

New Request is a request for something NEW, i.e. New user account, New/setup computer

Subtype*: Select

New Access Request is a request for New As400 access or Email or Strategi

New Hardware Request is a request to setup new printer/computer.

New Software Request is a request for a new user account, i.e. New AS400/New Internet/New PMIS/New Procurement

Error Message is a BRIEF 2 OR 3 WORDS i.e. Cannot Display Page or AS400 Socket Error

The screenshot shows a web browser window with the URL `http://192.168.144.57/MRcgi/MRTicketPage.pl?MAJOR_MODE=CREATE&LASTID=66932&USER=samunoz&MRP=0lf`. The page is titled "Submit a new Request" and contains several form fields and buttons. At the top, there is a search bar and a "SEARCH" button. Below this, there is a navigation bar with links: Home, New Request, Globals, Reports, Knowledge Base, and Instant Talk. The main form area is divided into sections. The first section, "Submit a new Request", has a "Select" dropdown menu and a "Use selected template" button. Below this, there are fields for "Title*" (containing "Payroll: Gil Galang 475-1292: AS400 is getting a black screen when logging in, Internet is okay. See below for more details.") and "Priority*" (set to "Normal"). The second section contains fields for "Last Name*" (Munoz), "First Name*" (Shirley), "Email Address*" (Shirley.Munoz@doa.guam), "User ID*" (samunoz), "Phone*" (671-475-1272), "Department" (Government of Guam), "Division" (Department of Administrative Services), "Location" (671-475-1272), and "Manager" (Michael Cruz). The third section, "Customer Input", has fields for "Type*" (New Request), "Subtype*" (New Software Request), "Error Message" (AS400 Application), and "If OTHER please specify".

http://192.168.144.57/MRcgi/MRTicketPage.pl?MAJOR_MODE=CREATE&LASTID=66932&USER=samunoz&MRP=0lf - Windows Internet Explorer pro

http://192.168.144.57/MRcgi/MRTicketPage.pl?MAJOR_MODE=CREATE&LASTID=66932&USER=samunoz&MRP=0lf

File Edit View Favorites Tools Help

Favorites Suggested Sites eBay Free Hotmail Web Site Gallery Yahoo! Mail Click Here

Government of Guam http://192.168.144.57/M... x Page Safety Tools

SEARCH

Hello, Shirley M Sign-out Help

Advanced You are in the DOA_DP workspace.

Home New Request Globals Reports Knowledge Base Instant Talk™

SAVE Help

Submit a new Request Select Use selected template

Title* Payroll: Gil Galang 475-1292: AS400 is getting a black screen when logging in, Internet is okay. See below for more details.

Priority* Normal

Last Name* Munoz First Name* Shirley Email Address* Shirley.Munoz@doa.guam

User ID* samunoz Phone* 671-475-1272 Department Government of Guam

Division Department of Administrative Services Location 671-475-1272 Manager Michael Cruz

Customer Input

Type* New Request Subtype* New Software Request

Error Message AS400 Application If OTHER please specify

Local intranet 100%

Scroll DOWN for more....

Step 3:

Description*

Describe in detail your problem, give as much information to assist the Technician in troubleshooting your problem.

Attachments*

When reporting a problem, it would help if a screen shot of the error message can be Attached to this Footprints request.

Notifications*

You can include an email address of an individual whom you would like this request to be sent i.e. Your supervisor

AFTER ALL INFORMATION HAS BEEN INPUTTED

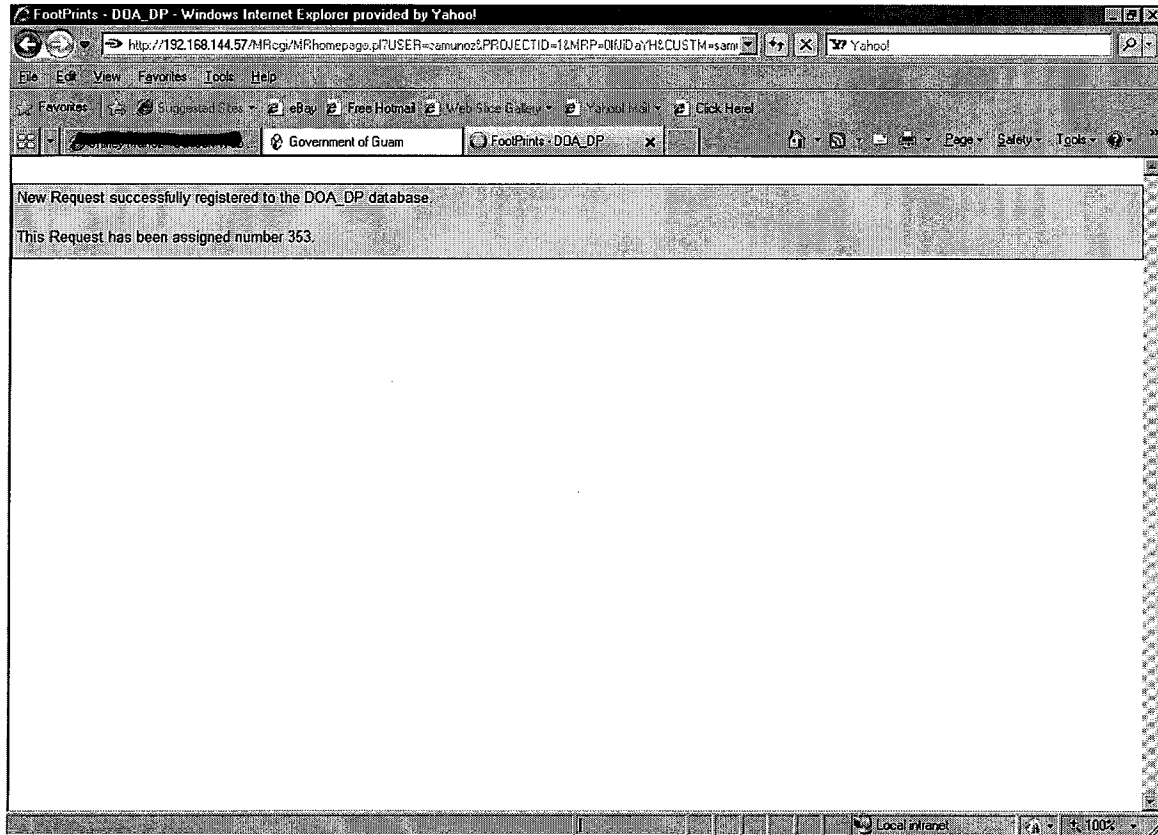
The screenshot shows a web browser window with the URL `http://192.168.144.57/MRcgi/MRTicketPage.pl?MAJOR_MODE=CREATE&LASTID=66932&USER=samunoz&MRP=01`. The form is titled "Government of Guam" and contains the following sections:

- Type:** A dropdown menu set to "New Request".
- Subtype:** A dropdown menu set to "New Software Request".
- Error Message:** A text box containing "AS400 Application".
- If OTHER please specify:** A text box.
- Description:** A large text area containing the text: "When user signs into the AS400, he passes the printer selection but then gets a black screen, he hits the enter key and is then routed back to the login screen. Internet access is good. He has rebooted several times."
- Attachments:** A section with a button "Attach Files" and a text box "Last Attachment" containing "[No files currently attached]".
- Notifications:** A section with a button "Additional Email Notifications" and a text box "Addresses" containing "shirley.munoz@doa.guam.gov".
- SAVE:** A button at the bottom left of the form.

CLICK THE SAVE button.

The next screen indicates that your request has been submitted to the Database
And a number has been assigned to your issue

- Please notate this issue number for future references or followups.



A copy of the Service Request will be forwarded to your email account.

When you have completed submitting your Numara Footprints request
PLEASE LOG OUT.

http://192.168.144.57/MRcgi/MRTicketPage.pl?MAJOR_MODE=CREATE&LASTID=66932&USER=samunoz&MRP=00f - Windows Internet Explorer pro


http://192.168.144.57/MRcgi/MRTicketPage.pl?MAJOR_MODE=CREATE&LASTID=66932&USER=samunoz&MRP=00f

File Edit View Favorites Tools Help

Favorites Suggested Sites eBay Free Hotmail Web Site Gallery Yahoo Mail Click Here

Government of Guam http://192.168.144.57/M... x

Page Safety Tools

 Advanced

Hello, Shirley M Sign-out Help

You are in the DOA_DP workspace.

Home New Request Globals Reports Knowledge Base Instant Talk™

SAVE Help

Submit a new Request Use selected template

Title* Payroll: Gil Galang 475-1292: AS400 is getting a black screen when logging in, Internet is okay. See below for more details.

Priority* Normal

Last Name* Munoz First Name* Shirley Email Address* Shirley.Munoz@doa.guam.gi

User ID* samunoz Phone* 671-475-1272 Department Government of Guam

Division Department of Administrative Services Location 671-475-1272 Manager Michael Cruz

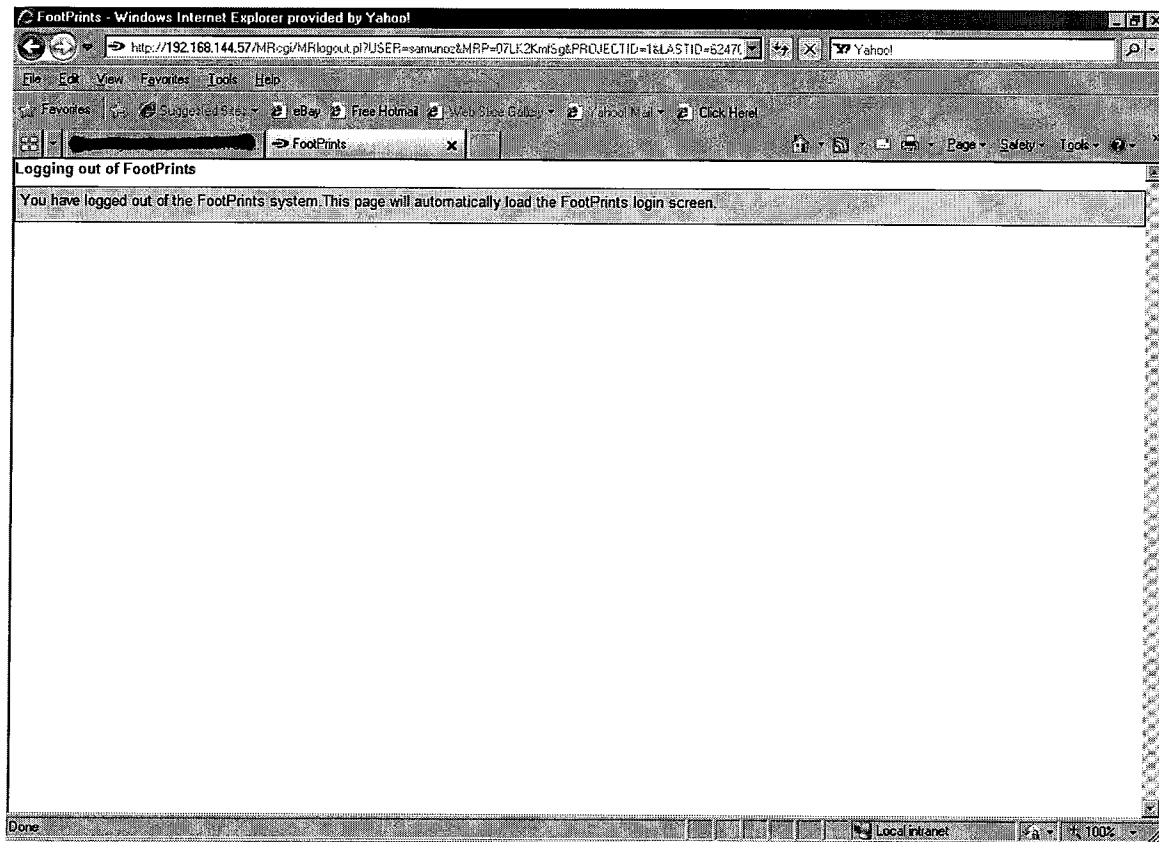
Customer Input

Type* New Request Subtype* New Software Request

Error Message AS400 Application If OTHER please specify

Local intranet 100%

Your screen will automatically return you back to the Numara Footprints Login Page



THANK YOU
for using
Numara Footprints

